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CITY OF GREENVILLE

POLICY NO. HR-24


DATE: August 31, 2009

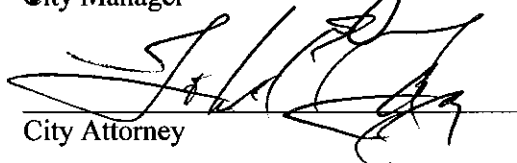
SUBJECT: Employee Recognition and Awards

CONTENTS

- I. Purpose
 - II. Applicability
 - III. Definitions
 - IV. Policy
 - V. Procedures
 - A. Employee Service Awards
 - B. Service Award Criteria
 - C. On-the-Spot Awards
 - D. Annual Employee Recognition & Awards (ER&A) Celebration
- Exhibits
- A. ER&A Departmental Key Roles and Responsibilities
 - B. Employee Recognition Program Nomination Form

APPROVALS:


City Manager


City Attorney


Human Resources Director

I. Purpose

The purpose of this policy is to establish programs which recognize employees for exemplary performance, significant achievements, leadership excellence, innovations, and service commitment that advance the City of Greenville's vision of being a welcoming City and a great place to work and live.

II. Applicability

This policy applies to all classified employees of the City of Greenville.

III. Definitions

- **Employee Service Awards Program:** A program which recognizes and commends the long-term commitment that loyal employees have made to the City.
- **Annual Employee Recognition & Awards (ER&A):** An annual program which recognizes employees who have demonstrated exceptional sustained performance at the department and city-wide level.
- **On-the-Spot Awards:** An award presented to employees whose performance and achievements are worthy of emulation by other employees.
- **Service Awards:** An award which recognizes and commends the long-term commitment that loyal employees have made to the City.

IV. Policy

The City of Greenville is aware that employee morale is an essential ingredient in the attainment of high levels of productivity, efficiency, and customer service, as well as superior personal, professional and organizational development. Feeling recognized and appreciated for one's achievements, innovations, leadership, and service commitment promotes high employee morale and motivates perseverance in maintaining a dynamic and continuously improving work environment. It is the policy of the City of Greenville to recognize and express appreciation for such exemplary performance. The City reserves the right to amend, modify, or terminate any portion, or all, of these employee recognition and awards programs.

V. Procedures

A. Employee Service Awards

The Service Awards program, administered by the Human Resources Department, recognizes and commends the long-term commitment that loyal employees have made to the City, recognizing that much of the City's organizational history resides with these employees. All full-time employees and permanent part-time employees (working at least 30 hours per week, averaged annually) who reach incremental service milestones of five (5), ten (10), fifteen (15), twenty (20), twenty-five (25), thirty (30), thirty-five (35), forty (40), forty-five (45), and fifty (50) years of continuous service to the City of Greenville, shall be recognized during a presentation with a certificate and/or pin.

B. Service Award Criteria

Service awards will be based on continuous service by eligible employees. A break in service of less than one (1) calendar year will not result in a service break for purposes of the Service Awards Program if employed full-time both before and after the break in service. Changing to part-time employment between periods of full-time service will not discontinue service to the City; however, no service credit will be granted for the part-time employment unless it is at least thirty (30) hours per week. Employees on any type of authorized or approved unpaid leave exceeding twelve (12) weeks will not lose service continuity but they will receive no service credit for the entire period of leave.

The Human Resources Department will order and inventory sufficient pins and certificates for the annual presentations and will determine awards eligibility based on employment records.

1. Service Award Presentation. The City Manager and Human Resources will host a Service Awards presentation annually. Employees reaching award eligibility based on their employment date of July 1 through June 30 of the previous fiscal year will be recognized at the presentation.
2. Service Award Pins. Service award pins will be presented after five (5) full years of continuous service and thereafter every fifth (5th) year up to fifty (50) years of continuous service. In addition to the service pins, certificates will be issued each fifth (5th) year of recognized service beginning at ten (10) years.

Lost pins may be replaced by arranging to purchase a pin through the Human Resources Department.

C. On-the-Spot Awards

To further recognize those employees who set examples of performance worthy of emulation by other employees, the City has established an On-the-Spot Award. This award is intended to give department directors, divisions managers, and key supervisors a method to recognize and reinforce positive behavior or achievement by employees within their department. The behavior or achievement must be in excess of that which would be ordinarily expected for a person in a given position. For example, a clerical employee who answers a citizen question with readily-available information is performing as one would expect. An employee who takes initiative to find and provide additional information to the citizen or to solve a citizen problem is performing above that which would be expected.

Sustained excellent performance or significant achievements should be recognized through annual performance evaluations or through the annual Employee Recognition Program, described below. On-the-Spot Awards should not be given to employees that are routinely performing below expectations.

On-the-Spot Awards may be presented by department directors or, at the department director's discretion, by division managers and supervisors. Employees may not receive more than one (1) On-the-Spot Award in a given fiscal year. On-the-Spot Awards, once presented, must be redeemed at the Human Resources Department within thirty (30) working days following presentation of the award.

D. Annual Employee Recognition & Awards (ER&A) Celebration

The City of Greenville employs many exceptional employees whose performance exceeds established standards and norms for their positions. The City's Annual Employee Recognition and Awards Celebration is designed to foster excellence and to recognize and reward City employees and teams for their outstanding achievements in furthering the City's mission in six (6) award categories.

1. ER&A Award Categories. Each of the 6 award categories has its own criteria for nomination:

- *Innovation Award:* Recognizes employees who propose and successfully implement creative solutions that significantly improve a service, product, work method, or safety practice, and/or which considerably enhances the efficiency and productivity of City services.
- *Above and Beyond Award:* Recognizes employees that exert ongoing personal effort to overcome significant obstacles/difficulties in order to provide services, complete a major project/task, or add significant value to an outcome.
- *Team Achievement Award:* Recognizes departmental or interdepartmental teams that achieve exceptional results through the synergy of team processes, where the team achievement is clearly greater than the sum of the individual employees' inputs or capabilities, and, where the team accomplishment had a significant positive impact for the City or its customers.
- *Health Improvement Award:* Recognizes employees who demonstrate the greatest sustained improvement in personal health and whose example facilitates/inspires health improvements in other employees.
- *City Ambassador Award:* Recognizes employees who exhibit a welcoming spirit and warm hospitality to customers and visitors, spontaneous helpfulness and an endearing enthusiasm in promoting all that is good about the City of Greenville.
- *Hero Award:* Recognizes employees who demonstrate courage and selflessness in risking personal safety to help others.
- *City Manager's Award of Excellence:* Recognizes the employee whose job performance and attitudes have consistently furthered the accomplishment of the City's mission and who has demonstrated a strong commitment to personal and professional development, ethics and integrity, accountability and peer leadership.

Employees who receive the departmental award in each category will be the finalist in the City-Wide ER&A award in their respective categories.

2. ER&A Implementation. Implementation of the ER&A program is led by the Human Resources Director, or a designee, with the active involvement and support of the Department Directors and their respective departmental ER&A subcommittee. The ER&A celebration is a two- tiered program, implemented first at the departmental level and then at the city-wide level. The departmental award recipients in each award category become the finalist for the City-wide award in their respective category.

It takes a coordinated, city-wide effort to plan, organize and stage these important employee recognition events successfully. A breakdown of key roles and responsibilities follows and is also detailed in Exhibit A:

- a) Human Resources Director: As the chair of the City-wide ER&A Planning Committee, the Human Resources Director, or a designee, shall oversee and coordinate the implementation of the overall City ER&A effort. To ensure the program's goals are met, the Human Resources Director shall prepare and oversee the implementation of the City-wide ER&A Program timeline; chair the ER&A steering committee; reserve dates for the Departmental and City-wide programs; promote and publicize the ER&A program city-wide; manage the overall nomination, selection, and awards processes via the planning committee representatives; arrange for all logistical requirements for both the departmental and City-wide celebrations; coordinate the production of promotional materials, certificates, and programs; order trophies; obtain City Manager signatures on certificates, nomination letters, award letters, etc.; coordinate food selection for all events with the City Manager; coordinate the selection of City-wide award recipients; review and/or write City Hall Administration "departmental" script; write City-wide ER&A Script; prepare event timeline for City-wide ER&A celebration; coordinate gift solicitation for City-wide award recipients; coordinate City-wide ER&A logistics with Public Information & Events Director; and, ensure effective and timely implementation of the City-wide Award Celebration.

Department Directors. All Department Directors shall ensure that the program goals are met and that deserving employees are properly recognized. To provide support to the ER&A Chair, each Department Director shall assign one (1) employee from their Department to serve as their department's ER&A coordinator on the City-wide Planning Committee and designate five (5) additional employees, representative of all levels of the department, to serve on the departmental sub-committee. The City Hall Administration ER&A departmental level celebration includes multiple departments: City Manager's Office, Economic and Community Development Human Resources, Human Resources, Legal, Office of Management and Budget, Municipal Court and Public Information and Events. A Department Director representing one of these departments will serve as the ER&A departmental committee chair on a rotational basis.

As the Departmental ER&A chair, the Department Director shall: ensure his/her department representative attend the City-wide ER&A planning meetings and meet all City-wide ER&A implementation deadlines; promote and publicize the ER&A effort within the department; provide leadership support necessary to ensure there is a sufficient quantity of nominations; ensure the nominations submitted are of sufficient quantity and quality (i.e., the nomination reflects the intent and criteria of the award category for which they are being nominated); oversee the departmental award selection process; ensure that the most deserving employees are the award recipients; ensure the confidentiality of the award recipients; oversee the preparation of departmental nomination and recipient letters and envelopes; sign award certificates; oversee the preparation of the department award script; ensure accuracy of and approve program information for printing; provide accurate head count for departmental celebration; and, coordinate presentation of awards at departmental celebration.

- b) Department Coordinators. Department Coordinators shall serve as their department's liaison to City-wide ER&A Planning Committee and support their Department Director in coordinating and implementing departmental ER&A level tasks. The Department ER&A Coordinators are responsible for: attending all City-wide ER&A coordination meetings; promoting and publicizing the ER&A effort within the department; ensuring quality nominations are obtained; providing writing support to employees who need assistance in preparing nominations; preparing nomination and award recipient letters and envelopes, ensuring the accuracy of the letters, and facilitating their distribution; submitting timely and accurate program information to Human Resources; and, drafting the program information and departmental award ceremony script for review and finalization by their Department Director.
 - c) Public Information & Events Director. The Public Information & Events Director is responsible for providing a wide range of event support services necessary to successfully implement the departmental and City-wide award celebrations. Specifically, the Public Information & Events Director shall: work with the Human Resources Director to coordinate ER&A theme and related decisions with City Manager; arrange for audio-visual requirements; develop and coordinate printing of promotional materials, programs, etc.; publicize ER&A activities in Grapevine and other media; provide photographic and video support for Departmental and City-wide Awards ceremonies; plan and coordinate City-wide program entertainment segment; oversee production of video segments of City Manager nominees; obtain and coordinate music selections; obtain decorations related to theme; and work with Human Resources Director to coordinate and implement City-wide Awards Celebration set-up.
3. Nominations. To receive an award, an employee or a team of employees must be nominated. Any employee may nominate any other qualified employee for any of the six awards by completing Exhibit B. Teams can only be nominated for the Team Award. An employee may also nominate himself or herself for any award for which he or she qualifies. Such self-nominations, however, must be verified and signed-off by a supervisor or member of management who can attest to the employee's qualification for the award.

The nomination must: 1) describe what specifically the individual or team did to justify the nomination and 2) specify what significant impact the nominee's or team's action or accomplishment had or difference it made (e.g., who benefited and why, money saved; efficiencies realized; critical problem solved, City services improved, costs reduced, etc.). The performance being nominated must embody the best the City has to offer and the nominee should have accomplished something that is truly outstanding. People should not be nominated for doing the routine tasks expected for their position. Any nominations that do not meet these criteria will not be accepted.

Nominations can be submitted to Human Resources at any time. They can also be submitted to the Department's designated ER&A Coordinator. Human Resources will maintain all original nominations. All original nominations submitted by employees to their designated Department ER&A Coordinator will need to be submitted to Human Resources once the selection process is completed.

4. Selection of Award Recipients: The award recipients at the departmental level shall be selected by that department's ER&A subcommittee. The city-wide award recipients shall be selected by the City's leadership team.

It is plausible that an employee's accomplishment may qualify for more than one category of award in a given year; it is therefore permissible that he/she be nominated in more than one award category. Selection committees, however, shall not award more than one individual award to any single employee in the same year.

5. Announcement of Award Recipients The employee recognition awards are announced and given to the award recipient(s) at the annual department level Employee Recognition & Award Ceremony. The departmental award recipients are then considered for the City-wide award in each category. The City-wide awards are announced and given at the annual Employee Recognition and Awards Celebration.

EXHIBIT A

ER&A Departmental Awards Key Roles and Responsibilities

The Employee Recognition and Award (ER&A) program is a vital part of the City's effort to create an environment where our employees can optimize their performance. It takes a coordinated effort to plan, organize and stage these important events. Following is a breakdown of key responsibilities for each key participant involved in the successful planning and implementation of the ER&A Programs:

HR DIRECTOR

Role and Responsibilities: Oversee and coordinate implementation of overall City ER&A effort:

Key Tasks:

- Prepare City-wide ER&A Program timeline.
- Chair ER&A Steering Committee -equipping members with the resources and support to successfully implement departmental-level ER&A activities.
- Reserve dates – The dates for the Departmental and City-wide programs are reserved a year in advance.
- Promote and publicize ER&A activities.
- Manage overall nomination, award recipient selection and award process.
- Coordinate ER&A logistics and design of promotional materials.
- Coordinate the production of promotional materials, certificates and programs, order trophies, etc.
- Obtain City Manager signatures on certificates, nomination letters, award letters, etc.
- Coordinate food selection for all events with City Manager.
- Coordinate selection of City-wide Award recipients.
- Prepare and/or review City Hall Administration ER&A "Departmental" Script and prepare City-wide ER&A Script and event timeline.
- Coordinate gift solicitations for City-wide award recipients.
- Coordinate City-wide ER&A logistics with Public Information & Events Director.

DEPARTMENT DIRECTORS

Role and Responsibilities: Oversee and coordinate implementation of his/her respective departmental ER&A effort:

Key Tasks:

- **Promote and publicize the ER&A effort within department.**
- **Serve as Departmental ER&A Planning Committee Chair.** Responsible for selecting a City-wide ER&A Committee representative and 5 staff to support overall effort within department;

oversee award selection committee, ensuring that the most deserving employees are the award recipients; ensure department representative meets ER&A activity deadlines.

- **Support departmental ER&A committee in generating quality award nominations.** Each Department must generate a sufficient quantity of nominations to ensure that there is competition for each award category. This year's award categories are:
 - Innovation
 - Above & Beyond
 - Team Achievement
 - Health Improvement
 - City Ambassador
 - Hero
 - City Manager's Award of Excellence
- **Quality control (QC) nominations.** Each Department Director is responsible for QCing their own nominations. Not only must there be a sufficient quantity of nominations, but they must be of a quality to ensure that they reflect the intent and criteria of the award category for which they are being nominated. The performance being nominated must embody the best the City has to offer and the nominee should have accomplished something that is truly outstanding. People should not be nominated for doing the routine tasks expected for their position.
- **Facilitate selection of award recipients.** Again, the award recipients must be the best your department has to offer, someone who has made an exceptional contribution or achievement that reflects positively on the City.
- **Ensure the confidentiality of the award recipients.** Remind selection committee that they are not to share who the award recipients are.
- **Oversee the preparation of, review and sign nomination letters and envelopes. ALL LETTERS WILL BE RUN ON CITY MANAGER STATIONERY.** Every department nominee considered for an award is to get a nomination letter. All nomination letters must be prepared using the format provided. Each nomination letter requires 2 signatures—the Department Director's and the City Manager's. Please check the letters for accuracy and completeness--that is, ensure the correct spelling of names, ensure all team nominations include all team members, ensure the award category cited is the correct one. Once the department head signs nomination letters, they must be sent to Sharon Nelson in HR. HR will coordinate getting the City Manager's signature and will return the signed letters in their envelopes for coordinated distribution to the nominees by the department.
- **Oversee the preparation of, review and sign the award recipient letters.** All award recipient letters must be prepared using the format provided and run on City Manager stationery. Each award letter requires 2 signatures—the Department Director's and the City Manager's. Please check the letters for accuracy and completeness and forward signed letters to HR. HR will obtain the City Manager's signature and hold on to the letters until the departmental award ceremony where they will be distributed.
- **Sign Award Certificates.** HR will prepare all certificates for departmental signature. Once the certificates are signed, they should be sent to Sharon Nelson in HR. HR will obtain City Manager signature and hold on to the certificates until the departmental award ceremony where they will be distributed.
- **QC the Award Ceremony Script.** The Department Director will need to QC their script to make sure that:

- Each nominee is appropriately recognized, clearly stating what specifically the nominee has accomplished that is worthy of the award; what specific actions the nominees took to realize that accomplishment; what difference the accomplishment made for the City, department, customer etc.
- The information reflected in the final nomination is an accurate reflection of the nominee's effort.
- All nominees are recognized equally. Each nominee should have about the same amount of time devoted to them.
- **Provide Departmental ER&A Program Information.** Each department will need to provide HR their final program information, using the program template provided by the specified deadline. The department must QC the program information for accuracy and completeness.
- **Provide Head Count for Departmental Celebration.** Each Department is responsible for gathering an accurate head count of those attending the Departmental Award Ceremony. This is critical because we are charged for the food on a per-person basis. This head count should be submitted to Sharon Nelson in HR when requested.
- **Coordinate Presentation of Awards at Departmental Celebration.**

DEPARTMENT COORDINATOR

Role and Responsibilities: Serve as liaison to City-wide ER&A Coordinating Committee and support Department Director in coordinating and implementing Departmental ER&A level tasks:

Key Tasks:

- **Attend all City-wide ER&A coordination meetings.**
- **Promote and publicize the ER&A effort within department.** In addition to using the promotional materials provided by HR, committee members need to develop creative ways to generate nomination.
- **Ensure quality nominations are obtained.** While ideal, not all nominations need to be considered if they do not meet the spirit of the award category and are simply acknowledging a person for doing their job. Some nominations, however, are worthy but the writing does not provide the detailed information needed to make that determination. Therefore, the committee, when evaluating nominations should follow-up with the nominator to ensure relevant and sufficient supporting detail is obtained. This may involve rewriting the nomination and/or providing writing support to nominator.
- **Prepare Nomination Letters and Envelopes for Department Award Ceremony** – Each nominee receives a letter informing them that they have been nominated. These letters should be prepared using the Nomination Letter Template provided by HR.
- **QC Nomination Letters** – The awarding Department should QC the letters to make certain that each nominee receives a letter, that the category is correctly stated, and that the name of the nominee is correct.

- **Mail Nomination Letters** – The Nomination Letters are distributed to each nominee.
- **Notify HR of Award Recipients** – Each Department must notify HR of the names of the recipients in each award category.
- **Prepare Recipient Letters and Envelopes for Department Award Ceremony**– These should be prepared using the Recipient Award Letter Template. Since these letters will be distributed at the Department award ceremony, please date them using the date of your department's ceremony.
- **QC Recipient Letters** – The awarding Department should QC for accuracy and completeness.
- **Submit Program Information** – The information for the Departmental Award Ceremony Program should be submitted to HR using the Program Template. Program information will need to be reviewed for accuracy and completeness.
- **Draft Award Ceremony Script** – The Department's ER&A committee representative should draft the script that will be used at the Department Award Ceremony for review and approval by the Department Director. The script will need to be prepared using the script template supplied by HR. The final department director approved script will need to be submitted to HR in advance of the Department's award celebration.

PUBLIC INFORMATION & EVENTS DIRECTOR

Role and Responsibilities: Provide a wide range of event support services.

Key Tasks:

- Work with HR Director to coordinate ER&A theme and related decisions with City Manager.
- Arrange for audio-visual requirements.
- Develop and coordinate printing of promotional materials, programs, etc.
- Publicize ER&A activities in Grapevine.
- Provide photographic and video support for Departmental and City-wide Awards ceremonies.
- Plan and coordinate entertainment segment.
- Produce video segments of City Manager nominees.
- Coordinate music selection.
- Obtain decorations related to theme.
- Work with HR Director and Carolina First representatives to coordinate set-up requirements for City-wide Awards.
- Coordinate and implement City-wide Awards Celebration set-up.



City of Greenville Employee Recognition & Awards Nomination Instructions



Instructions

Any employee may nominate any other qualified employee for any of the awards by completing an Employee Recognition & Awards Nomination Form. An employee may also nominate himself or herself for any award for which he or she qualifies. Such self-nominations, however, must be verified and signed-off by a supervisor or member of management who can attest to the employee's qualification for the award.

It is plausible that an employee's accomplishment may qualify for more than one category of award in a given year; it is therefore permissible that he/she be nominated in more than one award category.

Award Category	Description of Awards
Innovation	Recognizes employees who propose and successfully implement creative solutions that significantly improve a service, product, work method, or safety practice, and/or which considerably enhances the efficiency and productivity of City services.
Above & Beyond	Recognizes employees that exert ongoing personal effort to overcome significant obstacles/difficulties in order to provide services, complete a major project/task, or add significant value to an outcome.
Team Achievement	Recognizes departmental or interdepartmental teams that achieve exceptional results through the synergy of team processes, where the team achievement is clearly greater than the sum of the individual employees' inputs or capabilities, and, where the team accomplishment had a significant positive impact for the City or its customers.
Health Improvement	Recognizes employees who demonstrate the greatest sustained improvement in personal health and whose example facilitates/inspires health improvements in other employees.
City Ambassador	Recognizes employees who exhibit a welcoming spirit and warm hospitality to customers and visitors, spontaneous helpfulness and an endearing enthusiasm in promoting all that is good about the City of Greenville.
Hero	Recognizes employees who demonstrate courage and selflessness in risking personal safety to help others.
City Manager's Award of Excellence	Recognizes the employee whose job performance and attitudes have consistently furthered the accomplishment of the City's mission and who has demonstrated a strong commitment to personal and professional development, ethics and integrity, accountability and peer leadership.

**Please E-mail or Submit Nomination Forms To
The Human Resources Department**

**If you have any questions or need assistance with completing this form,
please contact Human Resources at 467-4530.**



City of Greenville Employee Recognition & Awards Nomination Form



Award Selection

- | | |
|---|--|
| <input type="checkbox"/> Innovation | <input type="checkbox"/> City Ambassador |
| <input type="checkbox"/> Above & Beyond | <input type="checkbox"/> Hero |
| <input type="checkbox"/> Team Achievement | <input type="checkbox"/> City Manager |
| <input type="checkbox"/> Health Improvement | |

Individual or Self Nomination

Name of Person Being Nominated (Nominee): _____
(Please Print)

Department of Division Where Nominee Work: _____

If this is a *Self Nomination*, please provide name of supervisor/manager who can attest to your qualifications for the nomination:

(Please Print Name of Supervisor/Manager) Department: _____

Team Nominations

Name of Team: _____

Team Nominees (Please Print)

Department or Division Where Nominee Works
